



## City Hall To-Go

**Problem Statement:** Access to many City services may be difficult for some residents due to inadequate transportation, inconvenient hours, etc. Many City departments want to or currently utilize mobile service delivery programs that extend services and outreach efforts into the community, however, two problems remain: 1) not all departments have a way to offer their services outside of stationary locations and 2) there may be overlap in servicing communities resulting in an inefficient use of resources.

**Objective:** Develop a data-informed program that aligns new and existing department outreach efforts and services via mobile service delivery targeted towards neighborhoods with the greatest need. This program will also provide additional avenues for collecting community data and resident feedback.

**Hypothesis:** We believe this data-driven mobile service delivery will (1) create efficiencies through alignment in service delivery efforts (2) provide essential services to residents who may have difficulty accessing these services and (3) provide an effective means for capturing community feedback and data.

### Addresses these City Manager Priorities:

- Customer Service – Provides a way to effectively and equitably deliver services to all residents.
- Financial Sustainability – Identifies operational inefficiencies and allows for equitable access to essential services.

### Research Questions:

<b>Phase 1</b>	What data can be used to help align city services and identify communities with need?
<b>Phase 2</b>	What is the most efficient and effective means for service delivery?
<b>Phase 3</b>	Can we utilize collected data to better identify communities with need and improve efficiency of service delivery?
<b>Phase 4</b>	Can we utilize lessons learned to optimize location selection, alignment of services, and address other City issues?

### Approach:

- 1) **Prototype/Technology:** Identify services, locations, and a means to provide services and design a prototype.
- 2) **Lab & Field Testing:** Test prototype in field and collect data.
- 3) **Experiment/Application:** Launch and operate pilot program in specified period.
- 4) **Report:** Present to ELT on how the program can improve access to services, create efficiencies, and operate long term.
- 5) **Case study:** Gather lessons learned.

### Roles & Responsibilities:

	<b>Internal</b>	
<b>Executive Champion(s)</b>	Craig Hopkins, Brian Dillard	
<b>Lead Facilitator</b>	Rhia Pape	
<b>Departments Involved</b>	1) Metro Health 2) San Antonio Public Library 3) Neighborhood & Housing Services 4) Department Human Services 5) Animal Care Services	6) Solid Waste Management 7) Municipal Court 8) City Clerk 9) Government & Public Affairs 10) 311
<b>Report</b>	Rhia Pape	
<b>Support</b>	Kate Kinnison	

### Project Plan:

- Scope idea with collaboration and planning from various/relevant city department
- Run pilot, gather extensive data, and compile outcomes
- Analyze and review initial results
- Deliver final report